Virginia Wireless E-911 Services Board
Project Management Monthly Activity Report

Vendor: Kimball & Associates
Region/Locality: Tri-Cities
Period: 10-26-02 to 11-29-02

Activity Report					
Task	**Locality**	**% Complete**	**Total Hours**	**Hours this period**	**Comments**
Active Tasks					
PSAP Planning		75%	163.95	17.25	See attached comment sheet for all tasks
PSAP Assessments		96%	161	14	
Funding Request/True Up Assistance		80%	104	1	
LEC/WSP Liasion		60%	166.02	45.82	
Installation Oversight		75%	7.75	5	
Cut-Over Assistance		50%	30	9	
System Implementation		60%	135	55.25	
Mapping/GIS Assistance		35%	93.25	49.5	
Project Reporting		70%	197	25.5	
Training		25%	61	36	
Acceptance Testing		65%	176.1	63	
			1295.07	321.32	
Completed Tasks					
			0	0	

Issues of Importance		
Issue	**Actions Proposed to Resolve Issue**	**Comments**
See attached sheet		

TRI-CITIES REGION
L. ROBERT KIMBALL & ASSOCIATES
NOVEMBER 2002 MONTHLY ACTIVITY REPORT

Comments For Specific Activities

- **PSAP Planning**
    - Prepared implementation plan for Colonial Hts

- **PSAP Assessments**
    - Updated initial assessments in data base

- **Funding/True-Up Assistance**
    - Answered questions for New Kent County as to corrections to their 02 True-Up

- **LEC/WSP Liaison/Testing**
    - Held weekly conference calls with WSP's and LEC to review status and issues of Phase I Implementation (minutes of these calls are included)
    - Continued the process to coordinate Phase I testing between the PSAP's and the WSP's
    - Oversaw testing in all PSAP's , either by being on site (per PSAP request) or providing testing forms and guidelines
    - Collected test results, prepared testing reports for PSAP's and WSP's
    - Worked with Colonial Hts and Charles City to notify WSP's that they were ready for testing to begin
    - Used standardized testing format for all PSAP's
    - Worked with equipment vendors and WSP's to resolve issues on display of information (see issues)

- **System Implementation/Cut-Over Assistance**
    - Worked with all PSAP's to ensure that CPE was ready to receive Phase I information from the LEC
    - Updated individual assessment/status reports for each PSAP
    - Held monthly status meeting
    - Oversaw installation of new logging recorder system at Charles City and ensured that proper training was delivered

- **Project Reporting**
    - Prepared and distributed minutes from regional status meeting (copy attached)
    - Collected information and prepared monthly status report for Board

- **Mapping/GIS Assistance**
    - Worked with PSAP's to confirm call-routing, cell site locations, and relay confirmation to WSP's and their third-party contractors
    - Presented an introduction to mapping at the monthly regional meeting to start the PSAP thinking about their mapping options
    - Worked directly with New Kent and Prince George to begin assessing their mapping needs and developing a plan

ISSUES

- **Plant CPE**
    - o It was discovered during testing that the Plant equipment would not accept CAS and NCAS calls; it had to set up for one or the other. LRK contacted Verizon on behalf of the PSAP's in the region as Verizon had sold the equipment and was maintaining it. Verizon told LRK they were aware of the problem and had been for some time. LRK contacted Plant, who stated that they did have a software fix for the problem and it had been delivered to Verizon in October 2002. LRK is advising PSAP's to check with Verizon to see if they have the newest software available on their CPE. This will have an impact on funding requests as the upgraded software is free only if the PSAP has a software agreement with Verizon/Plant.
- **Motorola CPE**
    - o Following up from last month, the Motorola Centralink systems will not handle CAS and NCAS calls, just like the Plant equipment. Motorola is working with its clients to address the situation, but due to the fact that Motorola is phasing out support for the Centralink product line (Motorola is now selling Plant CPE), a patch may not be available. However, Motorola has assured LRK and its clients that Centralink will handle Phase I and Phase II calls. A larger issue is that the product support is being phased out and there will be no parts or service available for these systems in the next 3-5 years. LRK is advising PSAP's of this issue and recommending that the PSAP's begin planning now for the replacement of the Centralink systems. This will have an impact on funding requests.
- **Majic Call Management Software Training**
    - o Plant reports that they have received complaints about training provided when Majic systems have been installed recently by Verizon. Plant requested that we pass along to our PSAP's that they contact Verizon for follow-up training if they were not satisfied with the initial training received. This has been passed to the PSAP's for their information.